

# IME Discussion Groups

June 2016

# Agenda

- I. Review of IME implementation statistics
- II. Identified issues with their proposed solutions
- III. Open discussion

## IME/UM Reviewed Clients By LOC

### (May 24, 2016 to June 12, 2016)

Level of Care	Total	% of Total
Detox-Free-Standing Residential (Sub-Acute) - (3.7 WM)	70	5%
Detox-Methadone Outpatient - (1 WM)	1	0%
Short-Term Residential - (3.7)	59	4%
Long-Term Residential - (3.5)	17	1%
Halfway House - (3.1)	13	1%
Partial Hospitalization/Care - (2.5)	45	3%
Intensive Outpatient (2.1)	479	35%
OPIOID Maintenance-Intensive Outpatient - (2.1)	73	5%
Standard/Traditional Outpatient - (1)	227	17%
OPIOID Maintenance-Outpatient - (1)	388	28%
Early Intervention (0.5)	3	0%
<b>TOTAL</b>	<b>1375</b>	

# IME/UM Reviewed Clients By LOC & Hours of Operation

## (May 24, 2016 to June 12, 2016)

Level of Care	Total	% of Total	Regular Hours	Afterhours	Weekends & Holidays
Detox-Free-Standing Residential (Sub-Acute) - (3.7 WM)	70	5%	31	21	18
Detox-Methadone Outpatient - (1 WM)	1	0%	1	0	0
Short-Term Residential - (3.7)	59	4%	51	5	3
Long-Term Residential - (3.5)	17	1%	17	0	0
Halfway House - (3.1)	13	1%	13	0	0
Partial Hospitalization/Care - (2.5)	45	3%	37	8	0
Intensive Outpatient (2.1)	479	35%	414	51	14
OPIOID Maintenance-Intensive Outpatient - (2.1)	73	5%	72	1	0
Standard/Traditional Outpatient - (1)	227	17%	200	25	2
OPIOID Maintenance-Outpatient - (1)	388	28%	374	8	6
Early Intervention (0.5)	3	0%	3	0	0
<b>TOTAL</b>	<b>1375</b>		<b>1213</b>	<b>119</b>	<b>43</b>
			88%	9%	3%
<u>Note:</u>					
Regular Hours (Mondays to Fridays - 6:30am to 6pm)					
After Hours (Monday to Thurs - 6:01 pm of same day to 6:29am of next day; Fridays up to 11:59pm only)					
Weekends and Holidays (Sat, Sunday and Holidays - 24 hours)					

**IME/UM INCOMING & OUTGOING PHONE CALLS THRU**  
**2444 PROVIDER HOTLINE**  
**(May 24, 2016 to June 12, 2016)**

Month	Incoming	Outgoing	TOTAL CALLS
Jan 2016	56	247	303
Feb 2016	72	338	410
Mar 2016	120	286	406
Apr 2016	234	340	574
<b>May 2016</b>	352	421	773
Jun 2016	125	156	281
Total Calls → To Date	<b>959</b>	<b>1788</b>	<b>2747</b>

# IME/UM REVIEWED CLIENTS - DAILY REPORT

(May 24, 2016 to May 31, 2016)

		Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	
<b>May 2016</b>		5/24/16	5/25/16	5/26/16	5/27/16	5/28/16	5/29/16	5/30/16	5/31/16	<b>TOTAL</b>
<b>Clients approved immediately</b>		34	37	82	70	8	4	4	92	331
<b>Clients with two or more reviews by the IME</b>		36	37	55	20	2	3	1	20	174
<b>TOTAL CLIENTS REVIEWED</b>		70	74	137	90	10	7	5	112	505

(June 1, 2016 to June 12, 2016)

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# UM RESPONSE TIME TO PA REQUESTS

## (5 Days Sample)

Minutes	25-May (Wed) Day 2		4-Jun(Sat)		6-Jun (Mon)		7-Jun (Tue)		9-Jun (Thurs) Day 17	
1-20	26	17%	1	100%	78	64%	84	75%	81	81%
21-40	19	13%	0	0%	32	26%	17	15%	12	12%
41-60	20	13%	0	0%	9	7%	2	2%	1	1%
Total reviewed within one hour		43%		100%		97%		92%	94	94%
Over 60 minutes		57%		0%		3%		8%	6	6%



# Identified Issues and Solutions

## Issue:

- Medicaid Lists from the IME for Administrative Authorizations do not include all Medicaid enrolled consumers
- Client must be identified as Medicaid enrolled in two places in the client file.
  - Client files in NJSAMS must indicate that the client is Medicaid enrolled in the DASIE
    - Client files must indicate that Medicaid is the payer source

# Issues and Solutions

- Solution:
  - For the initial list NJSAMS ran the list from those identified as Medicaid in the DASIE. NJSAMS will run the lists from payer source
  - IME will get the new/additional list from DMHAS and will send this list to providers for completion so IME can create additional Medicaid Admin PAs
  - Going forward providers should complete all new admissions to NJSAMS with both fields completed correctly for Medicaid enrollees

# Issues and Solutions

Issue: Losing the funding while working out a mismatch of client information.

A mismatch of client information will prevent an admission into NSJAMS and therefore prevent the PA request. Providers then submit a ticket to correct this but the fix can be up to three business days (majority can be fixed in one day). In that time, client limits in state FFS Initiatives can be exhausted

# Issues and Solutions

- These instances a request for offline payment can be submitted
- These requests will be reviewed by DMHAS per the current off line payment standards and parameters

# Issues and Solutions

- Methadone Providers Specific

Issue: Plan A related delays and/or denials in PA creation of Medicaid Admin PAs. Information on Plan A eligible clients was not being sent from Molina to the IME creating approval delays in the system

# Issues and Solutions

- Solution: This information exchange is now functioning. IME is correcting any pending requests. These Medicaid requests can be backdated to the date of admission.

# Issues and Solution

- Methadone Specific
- Issue – Currently there are multiple individuals in treatment at OTPs that have been there for many years who do not have a DSM or a LOCI in the NJSAMS file.

# Issues and Solutions

- Solution: These clients can still be issued a Medicaid administrative authorization without updating the file. They will require an updated NJSAMS file at the continuing care review/extension request.



# Issues and Solutions

- **Issue:** Clients (Medicaid clients admitted before 05/23 release) current status in NJSAMS is “**Admitted**”. Agency cannot submit a clinical request to IME if client status is “Admitted”. Agencies are opening tickets asking “How to submit clinical request to IME to get Medicaid PA”.
- **Solutions:** Systematically NJSAMS will change client status to “**Admitted – Pending Submission to IME**” for those clients that fall in this category, so agency can submit request to IME. ETA – Friday June 17, 2016

# Issues and Solutions

- Issue: NJSAMS Indicates that the PA request has been approved but there is no authorization number. The IME approval behind the scenes is a two step process. First the IME will approve clinically and then issue the authorization number. There can be a lag getting the number (only minutes) from Medicaid. If no state funds are available at the time, the client goes into Care Coordination status and no authorization is given

# Issues and Solutions

- Solution: Providers can go to the DASIE screen, hit “Search”, hit “Status of all clients”. A list of client status and state authorizations numbers will come up.

# Issues and Solutions

Client Status categories and what they mean:

- **Admission in Progress:** First accordion saved and remaining required fields in admission section are incomplete.
- **Admission – Pending Submission to IME:** Required fields in admission section are completed and selected funding source is Managed (Client is ready to send IME for clinical approval).
- **Admission - Clinical Approval Pending:** Funding is Managed and request has been sent to IME for approval
- **Admission - Clinically Denied:** Funding source is managed; clinical request has been reviewed and denied with a reason by IME.
- **Admission - Clinically Approved:** Funding is Managed, Request has been reviewed and approved (No authorization has been secured yet).
- **Admission – Care coordination:** Funding is managed; Request has been reviewed and approved but unable to secure an authorization. Agency can change the client funding source if any other funding is available (other than non-managed).

# Issues and Solutions

- Issue: While no longer available, certain State initiative funded authorizations that were generated prior to June 1, 2016 remain active. As such they must remain as part of the information in the data tables that are sent between NJSAMS and CSC. This will result in them appearing as part of the available “Service Packages” on NJSAMS. But they are not available for authorizations after June 1, 2016. IME will get an error message for these packages and will not be able to assign a Prior Authorizations number.

# Issues and Solutions

As of June 1, 2016, the IME can no longer acquire an SUD Treatment Authorization Package through NJSAMS for the following:

- There have been no authorizations secured for the following Levels Of Care:
- DUI Treatment Engagement IOP / Adult
- DUI Intensive Outpatient 3x a week / Adult
- DUI Short Term Residential 25 days / Adult
- MATI Intensive Outpatient 3x a week / Adult
- MATI Short Term Residential 25 days / Adult
- SJI Treatment Engagement IOP / Adult
- SJI Intensive Outpatient 3x a week / Adult
- SJI Short Term Residential 25 days / Adult

# Issues and Solutions

- Solution:
- Contact the IME via NJSAMS notes or a call to request a different package

# Discussion and Questions